



North Carolina  
Department of  
Health and Human Services

# Service Delivery Interface (SDI) Orientation Guide

North Carolina Families Accessing Services through  
Technology (NC FAST)



Division of Information Resource Management (DIRM)

## Change History

Version Date	Version Description	Author
December 8, 2005	Original Document	Jess Stokes
April 17, 2006	Revisions to change team contacts.	Suzanne Marshall
August 15, 2006	Revisions to change orientation procedures.	Chris Davis
April 1, 2008	Revisions to change contact information and to clarify procedures.	Mark Barnhart

## Contact Information

If you have any questions about this document, please contact the following:

Name/Title	Email Address	Phone Number
Mark Barnhart Implementation Manager	Mark.Barnhart@ncmail.net	919.855.3202

## Table of Contents

1.	SDI Implementation Process.....	5
1.1.	Determining Interest in SDI.....	5
1.2.	Committing to Using SDI .....	5
1.3.	SDI Testing .....	6
1.4.	Implementing SDI .....	6
1.5.	SDI – Routed FSIS Transactions and Services.....	6
1.6.	Related Documents .....	7
2.	NC FAST Project SDI Team.....	7
3.	Glossary of Terms and Acronyms .....	7
<b>Appendix A.</b>	<b>List of Tasks Needed for SDI Implementation .....</b>	<b>8</b>

This Page Was Intentionally Left Blank

## 1. SDI Implementation Process

This guide has been created to provide county Departments of Social Services (DSS's) information on implementing the Service Delivery Interface (SDI) application. Implementing SDI is a straightforward process involving both county and State teams.

### 1.1. Determining Interest in SDI

To obtain more information, County DSS's interested in implementing SDI are welcome to speak with the SDI Implementation Manager or visit counties where SDI has been implemented. Once a county DSS decides it may be interested in using SDI, the county contacts DHHS Customer Support to report this decision. DHHS Customer Support alerts the NC FAST Implementation Manager, who follows up with the customer from the interested county in order to schedule an interest meeting with the county's staff and its vendor staff, if any. DHHS Customer Support at the same time generates an automated e-mail to the customer from the interested county indicating closure of the ticket, meaning that the expression of interest has been conveyed to the NC FAST Implementation Manager.

The interest meeting provides the county the opportunity to ask questions and be given the necessary documents to begin the process of implementing SDI. Members of the DIRM Technical Support team and representatives of the DSS Information Systems Support Unit also attend. Thereafter, contact between the county team and NC FAST Project staff can take the form of conference calls, county visits, etc., in order to provide support and monitor progress.

Providing the outcome of the interest meeting is that the county DSS intends to proceed with implementing SDI, the collective team moves forward with the preliminary steps to implement SDI (see Section 1.2).

### 1.2. Committing to Using SDI

Once the county DSS has decided to move forward, the Implementation Manager alerts the Financial Analyst, who then mails the county DSS Director three copies of the MOU, already signed for DIRM by its director, for the county director's signature.

The MOU is available from: <http://www.dhhs.state.nc.us/ncfast/sdi>.

The county director returns two of the three signed MOUs to the NC FAST Financial Analyst. The NC FAST Financial Analyst forwards one of the signed MOUs to the NC FAST Implementation Manager and one to the DIRM Budget Officer.

The collective team develops an implementation plan. NC FAST Project staff will obtain RACF IDs for and collect signed confidentiality forms from development staff and county staff as required.

See Appendix A for a sample list of tasks required for SDI implementation.

The county is responsible for cost, development, training and testing of its own system. The NC FAST Project is responsible for providing test scenarios and test data.

### 1.3. SDI Testing

SDI User Acceptance Testing (UAT) consists of parallel testing using scripts supplied by the DSS Information Systems Support Unit and executed by county DSS and NC DSS staff. The county DSS staff key test cases using its system, via SDI, in one test region, and NC DSS-designated staff key the same test cases in FSIS in another test region.

At the conclusion of both county and NC DSS keying, NC FAST Project staff review and compare the data from both test regions. Once any discrepancies between the results are resolved, NC FAST Project staff recommend approval to the DSS Information Systems Support Unit supervisor for review. Upon approval of the UAT results, the DSS Information Systems Support Unit supervisor signs the UAT results approval form.

### 1.4. Implementing SDI

Following approval, the NC FAST technical lead alerts the DIRM Technical Support Team to open the SDI firewall, and the county may begin working in production according to its own plans upon notification by the NC FAST technical lead that the firewall is open.

### 1.5. SDI – Routed FSIS Transactions and Services

SDI performs the following FSIS transactions and CNDS services:

- Transaction Code 1 - Initial Application
- Transaction Code 2 - Certification
- Transaction Code 3 - Reopen a Closed Case
- Transaction Code 5 - Denial
- Transaction Code 6 - Redetermination
- Transaction Code 7 - Closure
- Transaction Code 8 - Intermediate Change
- Transaction Code 9 - Restoration and Recoupment
- Person Search - Name Search Service
- Person Create - Personal Identification Number assignment
- Case List - Uses the Individual Identification Number to provide a list of cases in which the client has been active.
- Food Stamp Inquiry - Uses the case identification number to list all DSS-8590 activity on the case.

#### NOTE

SDI is limited to the Transaction Codes and services listed in Section 1.5 and does not perform “green screen” functions such as ‘SLAR’, “Authorized Representative,” ‘SLSE’, “Issue Benefits,” and ‘SLCD’, “Commodity Update.” For these functions, the worker continues to key directly in FSIS.

Disaster Applications are not transmitted through SDI. Counties designated to key Disaster Applications do so directly in FSIS.

## 1.6. Related Documents

The following documents are reviewed, understood, and agreed to by the county DSS and the NC FAST Project team prior to committing to the use of SDI.

- MOU signed by the county DSS Director (see Section 1.2)
- Confidentiality Agreement (see Section 1.2)
- SDI Detail Design Document
- SDI Developer's Guide
- Issues Communication Procedures

## 2. NC FAST Project SDI Team

The following NC FAST Project SDI Team members are available to answer questions concerning SDI.

Name	Email	Phone Number	Role
Mark Barnhart	<a href="mailto:Mark.Barnhart@ncmail.net">Mark.Barnhart@ncmail.net</a>	919.855.3202	NC FAST Implementation Manager
Rhonda Bennett	<a href="mailto:Rhonda.Bennett@ncmail.net">Rhonda.Bennett@ncmail.net</a>	919.855.3204	NC FAST SDI Business Manager
Laura Bryant	<a href="mailto:Laura.Bryant@ncmail.net">Laura.Bryant@ncmail.net</a>	919.733.8938	Supervisor, NC DSS Information Systems Support Unit
James Norris	<a href="mailto:James.Norris@ncmail.net">James.Norris@ncmail.net</a>	919.855.3231	NC FAST Financial Analyst
Jess Stokes	<a href="mailto:Jess.J.Stokes@ncmail.net">Jess.J.Stokes@ncmail.net</a>	919.855.3232	NC FAST Technical Lead

## 3. Glossary of Terms and Acronyms

The following terminology and acronyms used throughout this document are defined and provided for reference.

Term	Definition
CNDS	Common Name Data Service
DHHS	Department of Health and Human Services
DIRM	Division of Information Resource Management
DSS	Used with 'county': Department of Social Services; Used alone or with 'NC': Division of Social Services
FSIS	Food Stamp Information System
MOU	Memorandum Of Understanding
RACF	Resource Access Control Facility
SDI	Service Delivery Interface
UAT	User Acceptance Testing

## Appendix A. List of Tasks Needed for SDI Implementation

Complete?	Step #	Task
<input type="checkbox"/>		<b>Initiation Phase</b>
<input type="checkbox"/>	1	County indicates intention to use SDI
<input type="checkbox"/>	2	MOU Signed
<input type="checkbox"/>		<b>Development Phase</b>
<input type="checkbox"/>	1	County integrates SDI into system
<input type="checkbox"/>		<b>Testing Phase</b>
<input type="checkbox"/>	1	Set up Test Environment
<input type="checkbox"/>	2	Develop System Test (ST) Scenarios
<input type="checkbox"/>	3	Review & Approve Test Scenarios
<input type="checkbox"/>	4	Develop ST and UAT Test Cases
<input type="checkbox"/>	5	Conduct ST through SDI
<input type="checkbox"/>	6	ST Bug Fixes
<input type="checkbox"/>	7	DSS Performs UAT
<input type="checkbox"/>	8	Refresh UAT region for UAT Test
<input type="checkbox"/>	9	County Performs UAT in parallel region
<input type="checkbox"/>	10	NC FAST SDI Project staff compare UAT Results
<input type="checkbox"/>	11	UAT Bug Fixes
<input type="checkbox"/>	12	UAT Regression Test
<input type="checkbox"/>	13	UAT Sign-off
<input type="checkbox"/>		<b>Implementation Phase</b>
<input type="checkbox"/>	1	Coordinate production implementation
<input type="checkbox"/>	2	NC FAST SDI opens firewall to county
<input type="checkbox"/>	3	SDI Go Live at County
<input type="checkbox"/>		<b>Post Implementation Phase</b>
<input type="checkbox"/>	1	Complete Post Implementation Review
<input type="checkbox"/>	2	Monitoring SDI